

Declaration for the Prevention of Workplace Misconduct of Chang Hwa Bank

The Bank is committed to safeguarding all employees from physical or psychological misconduct during their duties, ensuring their well-being and protection against any harm to their physical and mental health. We, as a result of this, declare in writing that we will not tolerate any acts of workplace misconduct, whether perpetrated by internal personnel (between employees, superiors, and subordinates) or external individuals (customers, service recipients, contractors, other relevant parties, or strangers) towards our Bank's employees.

I. Definition of Workplace Misconduct:

Workplace misconduct refers to events occurring in the work-related environment (including commuting) where staff members face abuse, threats, or attacks that challenge their safety, well-being, or health.

II. Patterns of Workplace Misconduct Behavior:

- (1) Physical misconduct (e.g., hitting, scratching, punching, kicking, etc.).
- (2) Psychological misconduct (e.g., threats, bullying, harassment, verbal abuse, etc.).
- (3) Verbal misconduct (e.g., intimidation, interference, discrimination, etc.).
- (4) Sexual harassment (e.g., inappropriate sexual implications and behaviors).
- (5) Stalking harassment.

III. What to Do When Employees Encounter Workplace Misconduct:

- (1) Seek advice and support from colleagues.
- (2) Engage in rational communication with the perpetrator and express one's feelings.
- (3) Reflect on personal shortcomings, and ask colleagues to assess your behavior and performance to seek improvement.
- (4) Record the perpetrator's actions as evidence, whether through audio recordings or any other means.
- (5) File a complaint with the company.

IV. It is the responsibility of all Bank employees to help ensure a work environment free from workplace misconduct. Anyone witnessing or hearing about incidents of workplace misconduct should report them through the employee complaint channels, notify their immediate supervisor, or call the dedicated employee complaint hotline. The Bank will conduct investigations confidentially upon receiving complaints, and appropriate disciplinary actions will be taken if the allegations are substantiated.

- V. The Bank guarantees that employees who, while performing their duties, identify potential risks to their safety or life and take measures to stop operations or retreat to a safe location will not face any adverse consequences.
- VI. The Bank strictly prohibits retaliatory actions against complainants, reporters, or those assisting in the investigation. Any such actions will result in disciplinary measures.
- VII. The Bank encourages employees to use the internal complaint-handling mechanism established for resolving such disputes. However, if employees require additional assistance, the Bank will make every effort to provide support.
- VIII. Consultation and Complaint Channels for Workplace Misconduct:
- (1) Unit supervisors or Occupational Health and Safety officers.
 - (2) General Affairs Division.
 - (3) Human Resources Division.